

Transition to New Visa Appointment, Payment and Delivery Service

- On October 11, 2014, the U.S. Embassy in Port-au-Prince, Haiti will transition to a new appointment scheduling, payment, and document delivery service for visa applications.
- The new process has been implemented at U.S. Embassies worldwide, and is designed to be more convenient and user-friendly.
- The decision criteria for issuing immigrant and non-immigrant visas will not change.
- Starting October 11, 2014, applicants should visit www.ustraveldocs.com for the following services:
 - ✓ Schedule an interview at the U.S. Embassy Haiti
 - ✓ Access visa application forms and instructions
 - ✓ View Information regarding documents and photos required for application
 - ✓ Obtain Payment instructions for visa application fees

Notable Improvements:

- **Expanded call center will be free of charge**
 - The visa information call center will be free of charge after October 11, 2014.
 - Our call center will respond to the full range of questions for all categories of visas including explanation of visa types, requirements, and appointment scheduling.
 - Phone numbers in the U.S. and in Haiti will change. We will announce the new numbers shortly before the transition.
- **More locations to pay visa appointment fees**
 - The payment location for non-immigrant visas will change. After October 11, 2014, applicants will print out a fee deposit slip from the new visa application website and present it at any SOGEXPRESS location to pay their fee. This change expands the number of payment points in Haiti to 58.
 - The switch from SOGEBANK to SOGEXPRESS (a subsidiary of SOGEBANK) expands the locations where applicants can pay to approximately 58 locations throughout Haiti.
- **Free passport and document delivery**
 - For applicants who pay their visa fees after October 11, 2014, the passport return and delivery service will be free of charge.
 - Applicants who paid their visa fees before this date will still be required to pay the fee for passport delivery.

Important information for non-immigrant visa applicants:

- During the transition period (from 25 Sept 2014 to 11 Oct 2014) applicants who have already paid their non-immigrant visa fee at SOGEBANK should immediately schedule an appointment on the following site: <http://evisaforms.state.gov/SchedulingSystem.asp>. After 11 Oct 2014 this website will no longer be available, and applicants will not be able to use their SOGEBANK receipts on the new scheduling website.
- If applicants have plans to schedule a non-immigrant visa appointment for December or later, and have not yet paid, they need to wait to begin their application until after October 11, 2014 and use the new appointment scheduling and payment system. With limited exceptions, the Embassy will only open December and later appointments for applicants who use the new system.